



73744

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Robert Doyle

Art Unit: 2642

Serial No.:

09/300,676

Filed:

April 27, 1999

For:

DYNAMIC SKILL-BASED  
CALL ROUTING

Examiner:

Deane, W.

Attorney

Docket No.: 73744

PRELIMINARY AMENDMENT

Commissioner for Patents  
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued Examination filed herewith, please amend the above-identified application as follows: